













Top 12 distribution center metrics



According to the 2024 Warehousing Education and Research Council (WERC) DC Measures Report, here are the top 12 metrics and best-in-class scores. How does your operation compare?



| METRIC | DEFINITION | BEST-IN-CLASS MEASURE |
|--|---|-----------------------|
| 01  Average warehouse capacity used | Average amount of warehouse space used over a specific interval, such as a monthly or yearly window. | >=92% |
| 02  Peak warehouse capacity used | Amount of warehouse capacity used during designated peak seasons. | >=100% |
| 03  Dock-to-stock cycle time | Time elapsed between the arrival of goods and when they are put away and recorded into inventory management systems. | <3 hours |
| 04  On-time shipments | Percent of orders shipped at the planned time, meaning off the dock and in transit to its final destination. | >=99.2% |
| 05  Inventory count accuracy by location* | The accuracy, by location, of the physical inventory compared to the reported inventory. | >=99.8% |
|  Part-time workforce to total workforce* | Number of part-time employees measured against the total workforce, with part-time including employees working full-time hours for limited time, like short season or peak periods. | <0% |
| 07  Lines picked and shipped per hour | The productivity of picking and shipping operations in lines per person per hour. | >=73.8 |
| 08  On-time ready to ship | Percent of orders ready for shipment at the planned time, meaning with completed packaging and shipping documents and ready for pickup. | >=99.48% |
| 09  Order fill rate | Measures percent of order filled according to customer request. | >=99.2% |
| 10  Supplier orders received damage free | Percent of orders that are processed damage free. | >=99.2% |
| 11  Lines received and put away per hour | The productivity of receiving operations in lines processed and put away per person per hour. | >=54.47 |
|  Annual workforce turnover* | Rate at which permanent employees are replaced, excluding casual or seasonal labor. | <5% |
| 12  Cross trained percentage* | Percent of the workforce that is cross trained, meaning the number of employees with the ability and skill set to work more than one function or job within the company. | >=84.6% |

*Indicates a tie



Want to reach best-in-class status?

Leverage your lift truck fleets to increase warehouse capacity, reduce dock-to-stock cycle time, ship orders on-time and retain employees.

[Read the white paper →](#)

